

# ***PostalOne! Help Desk***

## **Issue Resolution**

## **&**

## **Communication**

To view/listen to audio of this presentation: [Click here](#)

- **Contacting**
  - 1-800-522-9085
  - [PostalOne@USPS.gov](mailto:PostalOne@USPS.gov)
- **Operating Hours**
  - 7:00 am – 7:00 pm (CT) Monday – Friday
- **After Hours**
  - 7:00 pm – 7:00 am (CT) Monday – Friday
  - Weekends
  - Federal Holidays

- **Supports**
  - *PostalOne!*
  - Business Customer Gateway
  - Customer Registration
  - Mailer ID Tool
  - eDoc processing via Mail.dat and Mail.XML
  - Seamless Acceptance and Service Performance (SASP)
  - Micro Strategy Reports
  - Intelligent Mail for Small Business (IMSB)
  - Postal Wizard
  - Every Door Direct Mail (EDDM)
  - Test Environment for Mailers (TEM)

- **Issue Reporting**

- Customer contacts the Help Desk
- Help Desk (Tier 1) resolves or Escalates to Tier 2
- Tier 2 resolves the issue and reassigns to Tier 1 for customer notification

OR

- Tier 2 can not resolve the issue and the issue is tracked in ALM to develop & schedule a code change. ALM information is provided to customer through Tier 1.

- **Issue Reporting, be prepared to provide:**
  - Job ID (not base file name, not job name, but the Job ID as defined in the first eight characters of their mail.dat file, also should be correctly spelled especially regarding lowercase/uppercase)
  - OR Mailing Group ID (for mail.xml)
  - OR Postage Statement ID (for Postal Wizard)
  - mail.dat files/mail.xml files (not presort files, but the exact files that get uploaded to *PostalOne!*, zipped up)
  - Debug logs, Client files
  - Screenshot/Excel/Full Text of the error
  - CRID (the one that submitted the job)
  - Previous Ticket Relevance
  - Description of what they would like solved (with emphasis on specificity)

- **Service Level Goals**

- Answer Phone Calls within 30 Seconds
- Respond to eMail within 1 Business Day

- **FY 2014**

- 108 Seconds
- 99%

- **FY 2015**

- 21 Seconds
- 99%

## Metrics

- **FY 2014**
  - 133,272 Customer Contact
    - 62,992 Calls
    - 70,280 eMails
  - 2,417 Remedy Tickets (1.8%)
- **FY 2015**
  - 134,763 Customer Contact
    - 61,390 Calls
    - 73,373 eMails
  - 1,934 Remedy Tickets (1.4%)

## Formal Communications Process developed

- To ensure internal and external customers are advised in a timely and clear manner of releases, performance issues or outages, and known issues related systems and applications that support Commercial Mailings.
- Covers core business hours, after-hours, weekends, and holidays
- Includes releases/updates, performance, and system issues for applications such as *PostalOne!*, FAST, Business Customer Gateway



## Notifications

- **Notifications sent via email**
  - *PostalOne!* and Application Users
  - MTAC user groups
  - Industry Alerts (as appropriate)
- **Frequency**
  - Initial Notification – within 15 minutes of issue evaluation
  - Updates – every 4 hours or when issue resolves
  - Final – when issue is resolved
  - Notifications will include affected application(s), expected duration (if known), and root cause (when determined)